

## WHAT IS CLAIMED IS:

1. A system for controlling a workflow, comprising:
  - plural types of operation terminal units that can be operated by a customer or a sales person;
  - plural types of processing devices;
  - a server to be accessed from said operation terminal units; and
  - a work system to be accessed from said server;wherein said plural types of operation terminal units and said plural types of processing devices are installed in a branch, and said server and said work system are installed in a computation center; and
  - wherein said server comprises:
    - a terminal unit I/O control unit which executes a process to accept input data from said operation terminal units and a process to generate a screen to be displayed on said operation terminal units;
    - a first component for controlling said processing devices;
    - a second component for allowing said work system to be accessed; and
    - a plurality of third components for controlling work logics in said server.
2. A system according to claim 1, wherein said

server executes said first component, said second component and said third component in response to input data from said operation terminal unit.

3. A system according to claim 2,

wherein said server includes a flow control unit for controlling a process flow by using said first, second and third components; and

wherein said flow control unit includes:

a management unit for managing definition information which defines the sequence of said first, second and third components; and

an engine for calling said first, second and third components in accordance with said definition information.

4. A system according to claim 3, wherein said definition information defines a series of workflows including switching of a plurality of screens to be displayed on said operation terminal units so that a different sequence for each of said branches can be provided.

5. A system according to claim 1,

wherein said first component includes management information for managing associations between said operation terminal units and said processing devices; and,

wherein each of said operation terminal unit defines

a processing device to be used by each of said operation terminal units by referring to said management information.

6. A system for controlling a workflow, located outside a branch to which a customer makes a visit, which system is connected, via a network, to plural types of operation terminal units located in said branch and to plural types of processing devices located in said branch, said processing devices processing work according to a request from said operation terminal units, said system for controlling said workflow comprising:

- a storage device which stores flow management information defining a processing flow for said work according to a request from said operation terminal units;

- a terminal unit I/O control unit which controls inputs and outputs of data to and from said operation terminal units;

- plural types of device management units which are provided for respective types of processing devices which controls said processing devices; and

- a flow control unit which discriminates work according to a request from each of said operation terminal units, defines a processing flow satisfying said work by referring to flow management information in said storage device, and defines said device management unit to be operated out of said plural types of device management

units based on said processing flow.

7. A system according to claim 6,

wherein said storage device stores information identifying a branch in which said processing devices are arranged; and

wherein said device management unit, by referring to the identification information on said branch stored in said storage device, selects a processing device installed in the same branch as the branch that made a request to said terminal unit I/O control unit, and controls said processing device thus selected.

8. A system according to claim 6,

wherein said storage device stores occupancy status information of said processing device; and

wherein said device management unit selects an unoccupied processing device by referring to said occupancy status information stored in said storage device, and controls said processing device thus selected.

9. A system according to claim 6,

wherein said storage device stores association information between said operation terminal units and said processing devices; and

wherein said device management unit judges whether or not a processing device is available which is associated with the operation terminal unit that made a request to

said terminal unit I/O control unit, controls the processing device with which an association is established if said processing device is available, selects a processing device to be operated out of processing devices that are not associated if said processing device is not available, and controls said processing device thus selected.

10. A system according to claim 6, wherein said flow control unit selects a type of processing device to be operated according to said processing flow, and selects a device management unit which is adequate for the type of processing device to be subjected to said operation, out of said plural types of device management units, as the device management unit to be subjected to said operation.